



F. No. 48/5/2015/ASK Award/DOMS
Government of India, Ministry of Finance, Department of Revenue
Directorate of Income Tax (Organisation & Management Services)
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Dated: 29-05-2015


OFFICE MEMORANDUM

The Chairman, CBDT has approved an Award Scheme for recognizing the best performing Aayakar Sewa Kendras. The Award will be in the form of a citation and it will be presented in two categories:

- (i) Best Aayakar Sewa Kendra having 5 or more nodes, and
- (ii) Best Aayakar Sewa Kendra having less than 5 nodes.

2. The Awards will be presented by Chairman, CBDT in the annual conference of Chief Commissioners of Income tax/Director Generals of Income tax every year commencing from the year 2016. The detailed scheme and proforma for nomination is enclosed with this office memorandum.

3. The Pr. Chief Commissioners of Income tax are requested to organize the nominations from CCsIT of their region and send them to this office by the 30th of September every year, beginning this year.


(Suniti Srivastava)

Director of Income tax (O&MS)

Enclosed : Award Scheme & Nomination form

All Pr. Chief Commissioners of Income tax

EXEMPLARY IMPLEMENTATION OF CITIZEN CENTRIC GOVERNANCE INITIATIVES THROUGH AAYAKAR SEWA KENDRAS (ASK)

To recognize and promote excellence in implementation of Citizen Centric Governance initiative through ASK, the Central Board of Direct Taxes presents Awards for best Aayakar Sewa Kendra every year.

1. Purpose of the Award

The purpose of this award is to:-

- a) Recognize achievements in the area of Citizen Centric Governance.
- b) Disseminate knowledge on effective methods of reaching out to taxpayers and implementing sustainable Governance initiatives.
- c) Encourage a single platform for successful Citizen Centric Governance solutions.
- d) Promote and exchange experience in solving problems, mitigating risks, resolving issues and planning for success.

2. Category of awards

The award will be in a single category which is :

Outstanding performance in Citizen-Centric Service Delivery through Aayakar Sewa Kendra : This award seeks to recognize the efforts aimed at delivering enhanced value to taxpayers through effective use of Aayakar Sewa Kendras.

3. There will be two awards in the form of citation for :

- a) Bigger Aayakar Sewa Kendra (with 5 or more Nodes)
- b) Smaller Aayakar Sewa Kendra (less than 5 Nodes)

4. Who can nominate:

Chief Commissioner of Income tax can send the nomination in respect of not more than 3 Aayakar Sewa Kendras in the jurisdiction. All nominations will be routed through the Pr. Chief Commissioner of Income tax.

5. Criteria for selection of Awards:

General Criteria

All nominated Aayakar Sewa Kendras must have been operational for a period of not less than one year. The period of test run, if any, shall not be counted for this purpose.

Award – specific criteria

Sl. No	Award Category	Evaluation Criteria (Parameters)
1.	Outstanding performance in Citizen-Centric Service Delivery through Aayakar Sewa Kendra	<ul style="list-style-type: none">i. Certification of ASK by BISii. <u>Look and feel, ambience and convenience to taxpayers:</u> Availability of staff at the designated time, sufficient seating arrangements, availability of water, taxpayer literature, guidance boards and display of latest notification of the interest of taxpayers.iii. Disposal rate of dak related to Citizens' Charter and Grievances.iv. e-Governance initiatives apart from those mentioned in Sevottam and also any innovative measures taken for providing novel taxpayer facilities

NOMINATION FORM FOR BEST AAYAKAR SEWA KENDRA (ASK)

- Financial Year** :
1. Name and address of Aayakar Sewa Kendra :
 2. Date of commencement of operations :
 3. Details of Nodal officer :
Name & Designation :
Full Address :
Contact No. (include mobile no. also) :
e-mail :
 4. Number of Nodes in Aayakar Sewa Kendra :
 5. Please supply the following details in respect of the ASK being nominated :
 - i. Whether the ASK is certified by Bureau of Indian Standards :
 - ii. Look and feel, ambience and convenience to taxpayers: Availability of staff at the designated time, sufficient seating arrangements, availability of water, taxpayer literature, guidance boards and display of latest notification of the interest of taxpayers. Any other provisions made for convenience of visiting taxpayers. Attach separate sheet if necessary. :
 - iii. Please mention the total receipt and disposal in case of dak related to Citizens' Charter and Grievances in a tabulated form. :
 - iv. Describe any e-Governance initiatives, if taken in respect of the ASK apart from those mentioned in Sevottam. Also mention any innovation undertaken to provide novel taxpayer facilities in ASK :

The particulars of the nomination form have been duly verified

Signature of the Nodal officer

Date:

CCIT

Pr. CCIT